# Manage Multiple Auction Tickets

This article will show you how to manage multiple ticket registrations for Qgiv's web-based and mobile auctions. It will also show you what your invited guests will see and explain how they can claim and manage their own tickets.

Please note: Tickets purchased on the web can only be managed on the web, and tickets purchased in Givi can only be managed in Givi.

Managing Tickets on the Web

After you complete registration on the web, you'll see a link near the bottom of the confirmation page that invites you to **Manage Your Tickets**.
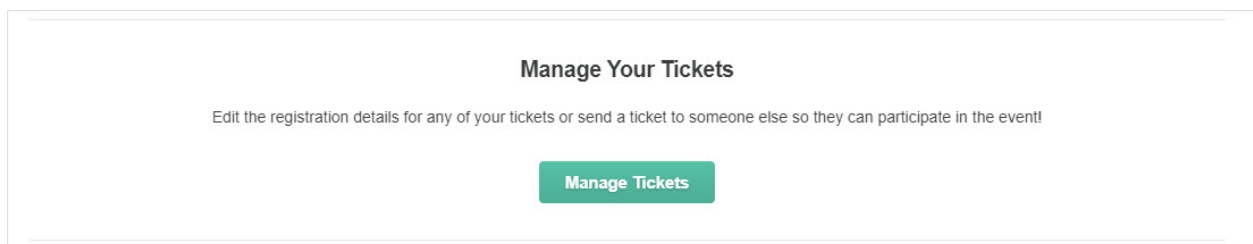
You'll also receive an email that contains a link to this page. In your inbox, look for a message with a subject line that includes, "Manage Your [Auction Name] Tickets."

The Subject line will be "Manage Your Riverside's Virtual Gala Tickets".
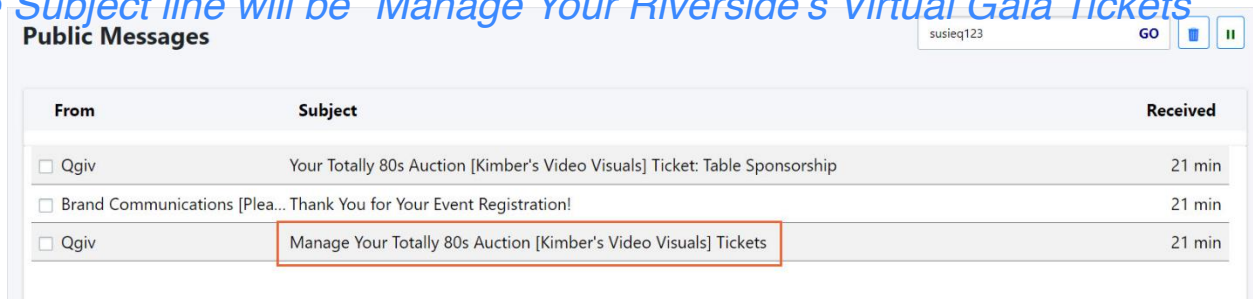
In the body of the email, click **View and Manage Tickets**, which will take you back to the registration confirmation page.

Scroll down the page to find the Manage Tickets button.

After you click Manage Tickets, you'll go to the Manage Your Tickets page. From here, you can send, resend, and reassign tickets.

If the Email textbox for a Participant is blank, you have not yet sent that ticket. Fill in an email address and click **Send Ticket** to invite a new guest.

If you already sent a ticket but your guest did not receive the email, you can resend a ticket by clicking the **Resend Ticket** button next to a Participant's email address.

If you need to reassign a ticket to send it to someone else, click **Edit Registration** below the Email box.

You can then add or edit a guest's name and email address. When you're done, click **Save Details**.

If you change a guest's email address, a new ticket email will be sent, and the original recipient will no longer be able to claim the ticket using the link in the email.

Here is what the original recipient will see if they click the link:

This invite link is no longer active. Please contact Brand Communications [Please Do Not Use for QA].

After a guest ticket has been claimed, you will no longer be able to manage that ticket. Instead, you will see a green checkmark next to the guest's email address and the option to **Resend Confirmation** if your guest cannot find their ticket code email.

Participant #2

✔ jeffq123@mailinator.com
This ticket has been accepted. This guest can see and manage this ticket.

Resend Confirmation

Once your ticket invites are sent, make sure to tell your guests to check their email and accept their tickets.

Select the transaction you want to manage, and the receipt for the transaction will appear. Tap **Assign Tickets** on the receipt to access the Manage Tickets screen.
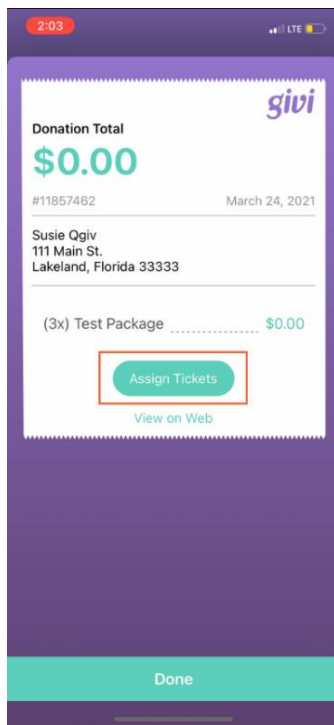
On the Manage Tickets screen, you'll see the tickets you've purchased. By tapping the downward-facing arrow next to **Sent**, you can input a guest's name and email address.

When you're finished, tap **Save** to send the ticket to your guest. If you need to send the ticket email again, you can do so by tapping **Send Invite**.

If you need to change a guest's information or reassign a ticket to a different guest, type in the new information and tap Save. You can edit guest information on this screen any time before the ticket has been accepted. After your guest has claimed their ticket, it cannot be reassigned.